

City of Fort Worth, Texas

Job Description

Classification Title	Senior IT Services Specialist		
Job Code:	TC5490	Job Family:	Technical/Para-Professional
Pay Grade	508	Date Reviewed:	08/19/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Administers the City's wireless devices; provides customer service and technical support for end users; and assists with wireless billing processes, invoices, and vendor services and problems.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Provides general customer service phone support for billing and information related to operating, using and maintaining cellular phones and applications.
2. Coordinates the development, execution and monitoring of a variety of new cellular services and application compliance issues, and provide reports for budgetary and compliance purposes for department wireless coordinators and upper management.
3. Provides hands-on technical support and diagnostic services of cellular equipment for end users.
4. Orders and receives all cellular products for all city employees. Assists in determining needs related to ordering products. Prepares devices for users and instructs users in basic operation of such devices.
5. Assists with the monthly reviewing and correcting of customer invoices. Reviews high usage reports and billing rate analysis for all mobile lines.
6. Works with wireless provider to resolve all billing, equipment and service issues.
7. Performs other related duties as required.
8. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of:
 - Wireless plans and billing.
 - Wireless devices, plans and technology.

- Storage and handling techniques for records.
- Various software applications, printers, and operating systems.
- City purchasing policies.
- City funding source.
- Vendor website and online ordering system.
- English usage, spelling, grammar and punctuation.
- Skill in:
 - Resolving issues with vendors.
 - Reading and understanding technical manuals pertaining to the use and the operation of wireless devices.
 - Communicate effectively with client departments, users and vendors.
 - Organizing and assigning priorities for work to be accomplished.
 - Preparing clear and concise reports.
- Ability to:
 - Communicate clearly and effectively, both orally and in writing.
 - Establish and maintain effective working and team relationships with those contacted in the course of work.
 - Follow instructions.
 - Make observations.
 - Operate wireless devices and train users in the operation of wireless devices.
 - Make sound decisions and use good judgment.
 - Prioritize duties.
 - Resolve issues with cellular providers.
 - Read and understand technical manuals.
 - Sit for extended periods.

MINIMUM JOB REQUIREMENTS

High school diploma/GED four years of related experience with cellular devices, providers and support.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.